

Personal Care Alarm

User Manual

In association with



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Package contents

- Personal Care Alarm Box
- 4 x AA Rechargeable batteries included (pre-fitted in Personal Care Alarm)
- Mobile Alarm with accessories
- 3V Lithium battery CR2430 (pre-fitted in Mobile Alarm)
- Telephone lead/telephone adaptor
- Power supply
- User manual
- Wall mounted screw pack

Initial Registration

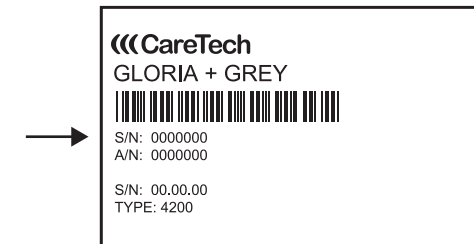
Your Personal Care Alarm is pre-programmed and ready to go; we just need you to register your details with BT Personal Care Alarm Helpdesk and then follow the step by step guide below. Registration and subscription to the initial 12 month service contract needs to take place before connecting the equipment.

If this is a replacement device then please call the helpdesk directly and do not carry out the initial registration process.

1. Before you register please have ready the following information:

- a. The name of the user of the service
- b. The address of the user of the service
- c. The fixed telephone line number of the user of the service
- d. The bill payer name, address and contact number
- e. Bank account details for the bill payer to complete a direct debit form online (A minimum 12 month subscription to this service is required)
- f. The names, contact numbers and addresses of up to three people that can respond to the user of the service in the event of an alarm. Ideally these people will be located within 20 minutes of the user
- g. The device serial number from the box that you have purchased. This is needed to enter the registration site and uniquely identifies any alarm calls to you

Label on Personal Alarm box to identify the serial number

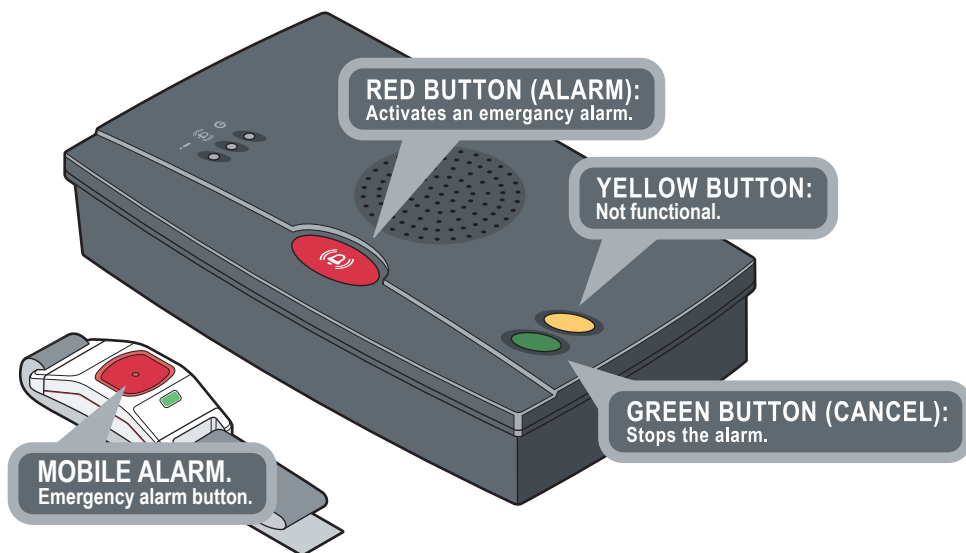


2. Please go online to <http://www.lloydspharmacy.com/alarm> to register for this service.

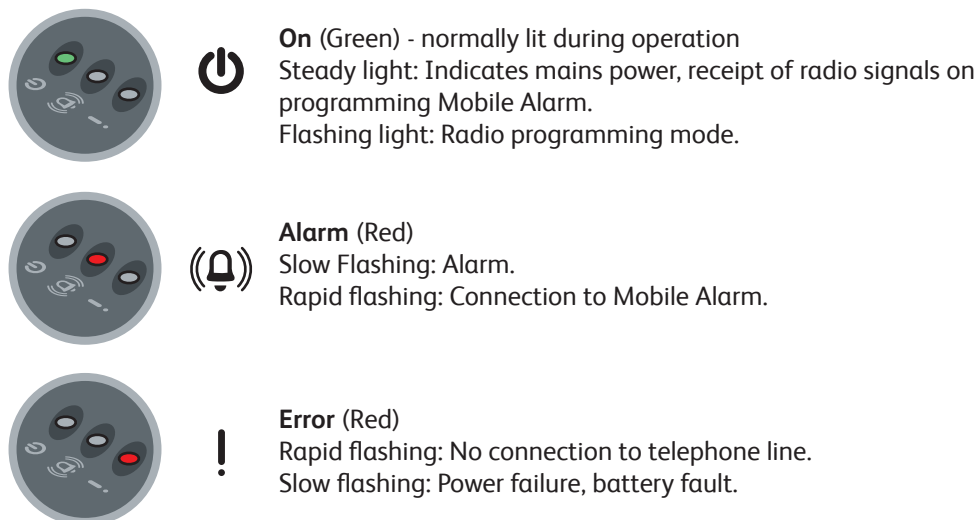
If you do not have access to the internet then please call the BT Personal Care Alarm Helpdesk on 0330 123 4133 (this is charged at a standard geographic rate) who will be able to register you over the phone. This BT office is open between 9am-5pm Monday to Friday (excluding public holidays in England and Wales).

Personal Care Alarm Box Overview

There are three LED buttons on the front of the box, with the following standard functions:

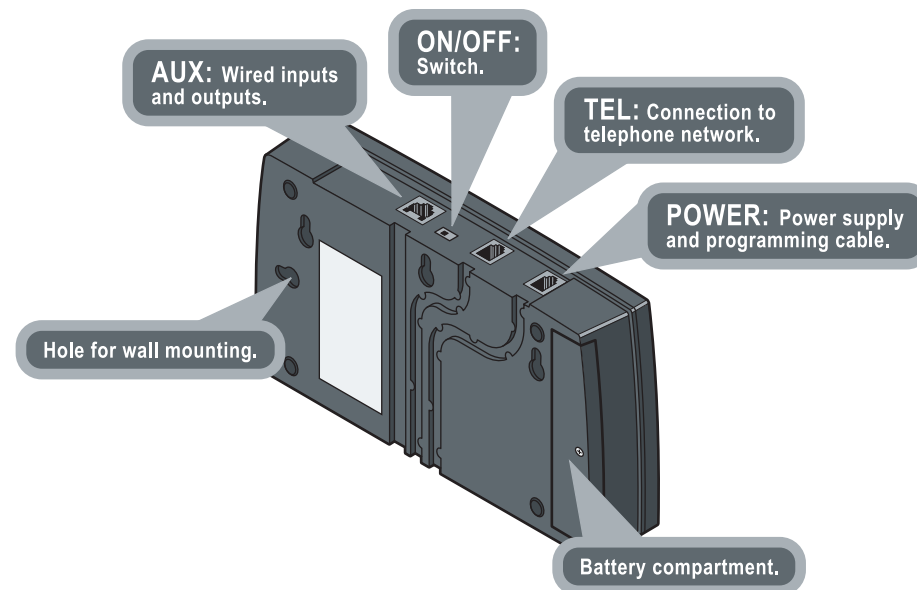


The following indicator lights can be found on the front of the Personal Care Alarm box:



Description Of Functions

The following connectors can be found on the reverse of the Personal Care Alarm box.



Activating the alarm

An emergency alarm can be activated with your Mobile Alarm or by pressing the red button on your Personal Care Alarm box. On activation, the Personal Care Alarm box will call the 24/7 BT Alarm Monitoring Centre to summon help. If an alarm is activated accidentally, it can be cancelled by pressing the green button on the Personal Care Alarm box.

Alarm receiver

Your Personal Care Alarm is identified using an alarm code which is already programmed into your Personal Care Alarm box. Once activated the 24/7 BT Alarm Monitoring Centre will speak directly to you and take the appropriate action.

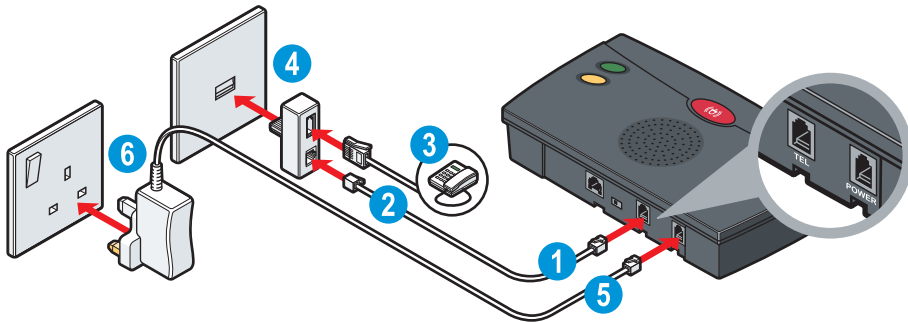
Installation



After successfully completing registration please wait 5 minutes for your account to be activated before you start installation.

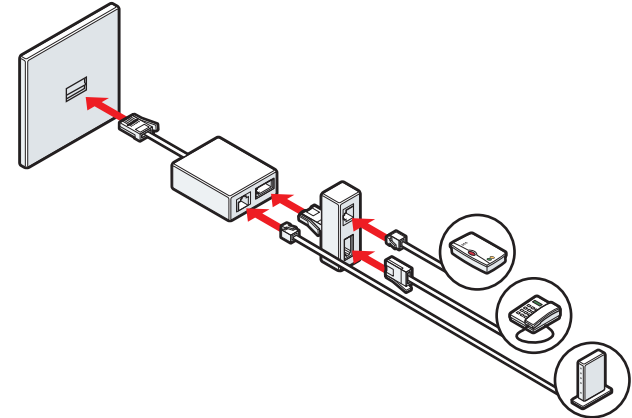
The Personal Care Alarm box is very simple to install, connection to the telephone network is via the telephone lead/adaptor. The Personal Care Alarm box should be connected to the master telephone socket in the home. It should also be positioned as centrally as possible and positioned as far away from any interfering equipment such as mobile equipment, wireless headphones, DECT (Digital Enhanced Cordless Telecommunication) phones, DECT base stations as such equipment may have an adverse effect on the range. Reinforced concrete walls may also decrease radio coverage.

- 1 Connect the telephone cable (supplied) into the TEL socket located on the back of the Personal Care Alarm box.
- 2 Put the other end of the telephone cable into the telephone adaptor provided.



- 3 Place the existing telephone cable into the other side of the telephone adaptor.
- 4 Now plug the telephone adaptor into the main telephone socket in the wall.
Note: Please pick up your telephone handset to ensure you have a dial tone.
- 5 Connect the power supply cable (supplied) into the POWER socket on the back of the Personal Care Alarm box (see image on next page).
- 6 Plug in the power supply into the mains socket. Then switch the mains socket on.

Note: If you have a broadband filter in your telephone socket then you will need to plug the supplied adaptor into the phone part of your broadband ADSL filter to enable it to work (see image on next page).



- 7 Switch Personal Care Alarm box on.

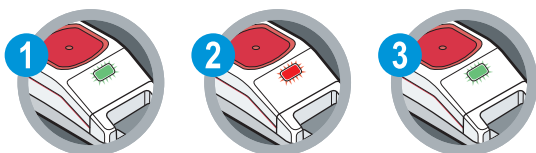


- 8 The power light on the Personal Care Alarm box will now light up green.

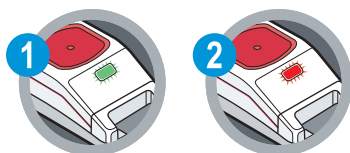


Mobile Alarm Range Test

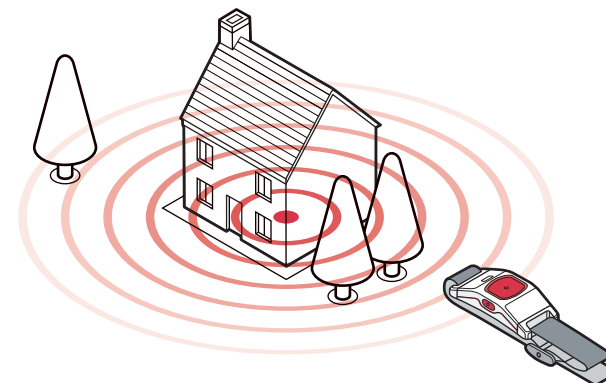
Now you can test the range of your Mobile Alarm around your house and garden. The LED on the Mobile Alarm will flash Green, Red and then Green to confirm it is within range of the Personal Care Alarm box.



Within range of Personal Care Alarm box



WARNING: Out of range from Personal Care Alarm box

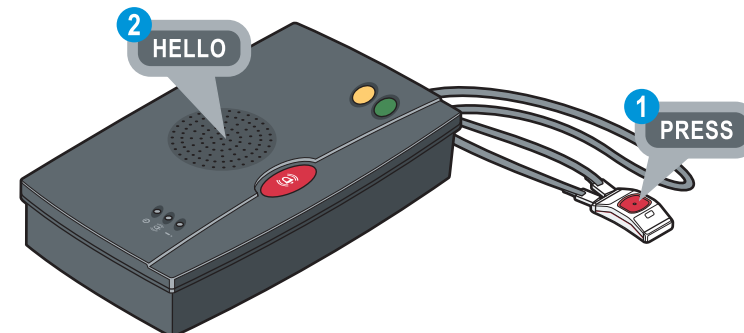


Please note: When carrying out this range test, ensure you leave 10 seconds between each press of the Red button on the Mobile Alarm. When you have completed the checks, press the Green button on the Personal Care Alarm box to end the range test.

Test Call

Now make a test call to the 24/7 BT Alarm Monitoring Centre

- 1 Please stand near the Personal Care Alarm box and press the Red button on the Mobile Alarm. This is creating a signal to the BT Alarm Monitoring Centre. You will hear the box dialling to make the alarm call.



- 2 The operator will speak to you via the Personal Care Alarm box. Please confirm that you are making your first test call and they will confirm the details that you entered in your registration.

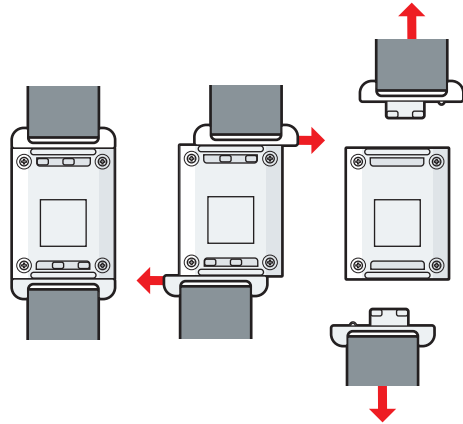
- 1 Press and hold down the Green button on the box for approximately 4 seconds until the green power LED flashes. Release the Green button.
- 2 Press the Red button on the Mobile Alarm.
- 3 The built in speaker on the Personal Care Alarm box will generate a tone to indicate a signal has been received. Repeat one single press of the Red button in each area of your home and garden to establish the range of your Mobile Alarm.

Mobile Alarm Accessories

Accessories include: wristband, lanyard, pocket clip and easy press adaptor.

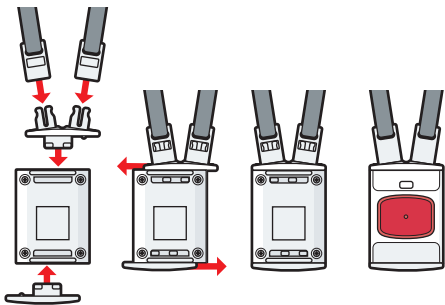
The accessories attach to the Mobile Alarm with a simple slot in and slide action.

The Mobile Alarm is supplied with the wrist strap already attached. To choose a different accessory, first detach the wrist strap.

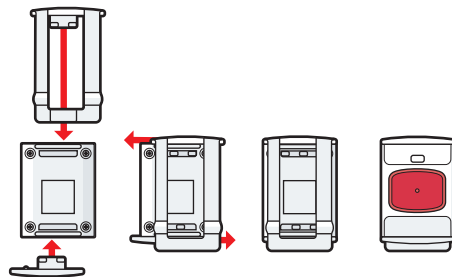


Once you have detached the wrist strap you can then fit your chosen accessory

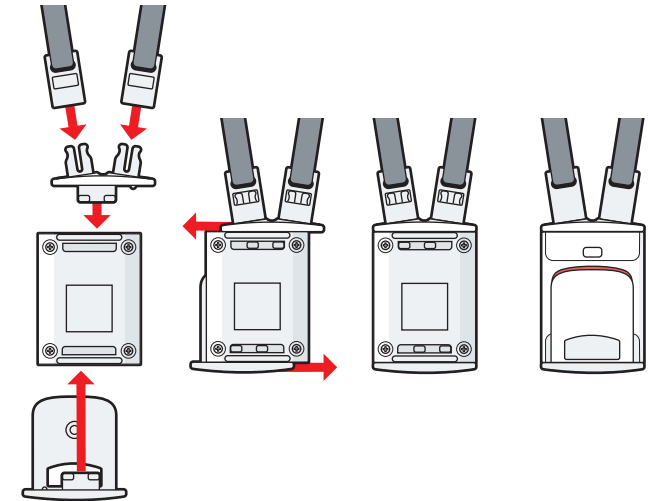
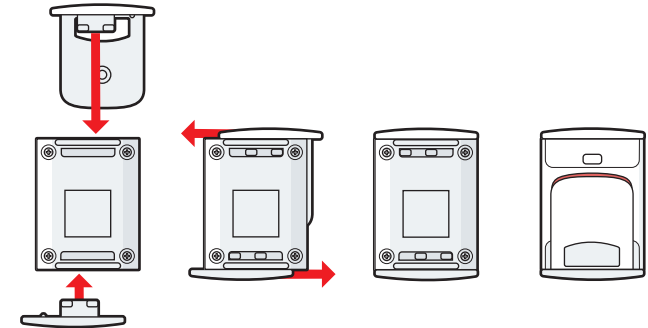
Lanyard:



Pocket clip:



Easy press adaptor (can only be fitted with belt clip and lanyard)



General Information

If your telephone line is not working, an alarm call cannot be sent. The Personal Care Alarm box should be connected to the master telephone socket in your home. The Personal Care Alarm box must not come into contact with water or any other liquid. Used batteries should be disposed of in an environmentally-responsible manner.

Maintenance

Cleaning

Your Personal Care Alarm box and Mobile Alarm can be cleaned using a slightly damp cloth. Solvents should not be used when cleaning the Personal Care Alarm box or the Mobile Alarm.

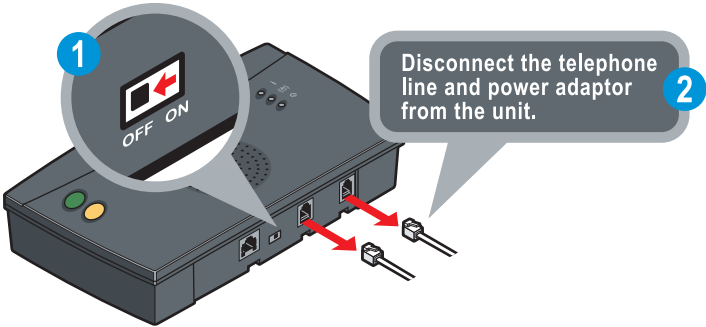
Periodic test call

The Personal Care Alarm box is programmed to carry out a periodic test once every 28 days to ensure it is in working order. This is a background call and will not disturb you.

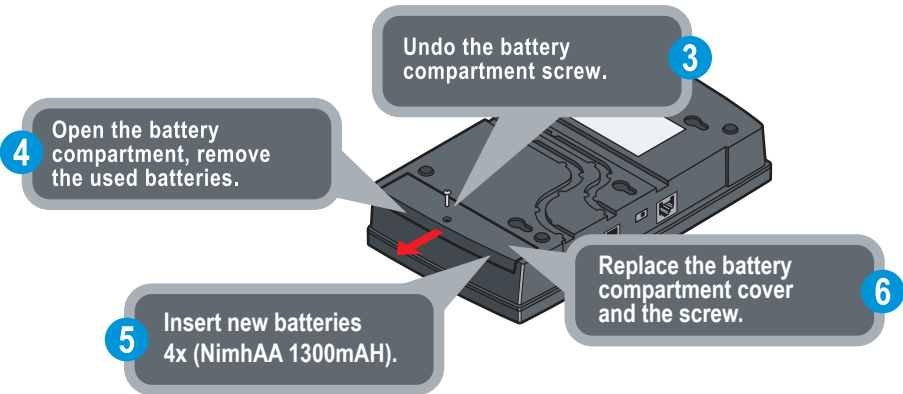
Replacing your Personal Care Alarm box batteries

The battery in the Personal Care Alarm box will be monitored by the 24/7 BT Alarm Monitoring Centre. You will be notified by the BT Alarm Monitoring Centre when battery replacement is necessary. Battery replacement can only be carried out by a competent person.

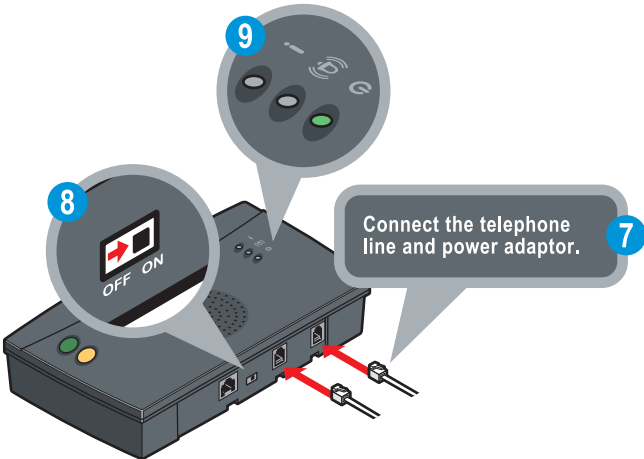
- 1 Turn off your Personal Care Alarm box by sliding the ON/OFF switch to the OFF position.
- 2 Disconnect the telephone line and power adaptor from the Personal Care Alarm box.



- 3 Undo the battery compartment screw. You will need a small cross head screw driver.
- 4 Open the battery compartment, remove the used batteries. Used, fully discharged batteries must be disposed of in a specifically labelled collection container, at toxic waste collection points or through an electrical retailer. You are under legal obligation to dispose of batteries correctly.



- 5 Insert new batteries (4 x NimhAA 1300mAh batteries) observing correct polarity (+ and -).
- 6 Replace the battery compartment cover and the screw.
- 7 Reconnect the telephone line and the power adaptor.
- 8 Turn the ON/OFF switch to the ON position.
- 9 Check that the power LED lights up with a Green light.



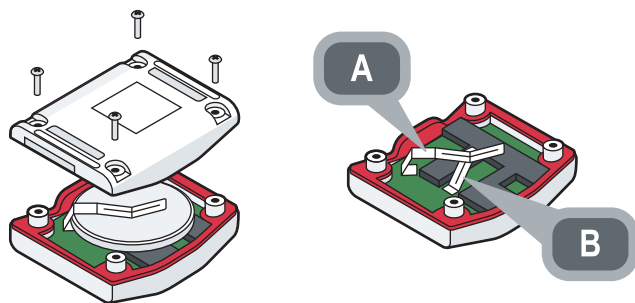
IMPORTANT: To ensure everything is working, please carry out a test call by pressing your Mobile Alarm or Red emergency button on the Personal Care Alarm box. When you speak with an operator advise them that you have replaced the batteries in your Personal Care Alarm box.

Replacing The Mobile Alarm Battery

The battery in the Mobile Alarm will be monitored by the 24/7 BT Alarm Monitoring Centre. The battery should be replaced once after a battery fault has been acknowledged by BT. You will be notified by the BT Alarm Monitoring Centre when battery replacement is necessary. You will need a 3V lithium battery CR2430.

It is strongly recommended that a qualified person, such as a trained jeweller or watch specialist should fit new batteries to avoid any damage and to retain water resistancy.

- 1 Remove the four screws from the back of the Mobile Alarm with a cross head screwdriver. Remove the back cover.
- 2 Remove the old battery. Press connector A onto connector B for 2 seconds. Please do not use your finger, use something clean like the back of a pen.



- 3 Insert the new battery observing correct polarity (+ and -), there is a marking indicating the positive inside the Mobile Alarm. Important, do not touch the surface of the battery where the connectors connect with the battery.
- 4 Replace the back cover and ensure that the parts are aligning each other correctly. Insert the screws and tighten evenly, do not over tighten as it will damage the housing.
- 5 Test the Mobile Alarm by pressing the Red button on your Mobile Alarm and allow for a call to be activated to the 24/7 BT Alarm Monitoring Centre. When you speak with an operator advise that you have replaced the battery in your Mobile Alarm.

Frequently Asked Questions

Does my Personal Care Alarm box work with any fixed telephone landline?

Yes, as long as you have a live, fixed telephone line it will work with any provider.

Does it work with broadband?

Yes, your base unit is compatible with broadband, please follow installation instruction on page 6/7.

How long does the customer have to sign-up for?

When the customer registers their alarm they will need to complete a Direct Debit mandate for a minimum of 12 months. No payment will be taken until the inclusive monitoring period that was purchased as part of the initial transaction, has been used. Payment is monthly in advance.

Is the service available on a Bank Holiday?

Yes, the service operates 365 days a year, 24-hours a day.

What if the Personal Care Alarm box doesn't work or is faulty?

Please call the BT Personal Care Alarm Helpdesk on 0330 123 4133 Mon – Fri 9am-5pm (excluding public holidays in England and Wales) for all technical queries.

What happens if I lose or accidentally break my Personal Care Alarm box or Mobile Alarm?

Should you accidently damage / lose your Personal Care Alarm box or Mobile Alarm this is your responsibility. Replacement items can be purchased online at www.lloydspharmacy.com and www.betterlifehealthcare.com and these may be distributed direct to you within 48 hours.

Can I wear the Mobile Alarm in the shower or bath?

Yes you can, it is waterproof.

Who do I contact if I have a compliment, comment or complaint about the service?

We welcome comments that will help improve the service to our customers. Please call, write or email us if you have any feedback about our service. If it is a technical issue please call the BT Personal Care Alarm Helpdesk 0330 123 4133 Mon – Fri 9am-5pm (excluding public holidays in England and Wales). For other issues or queries call the LloydsPharmacy customer service team on 0345 600 3565 Mon – Fri 9am-5pm (excluding public holidays in England and Wales).

Could my Mobile Alarm affect my pacemaker?

The Mobile Alarm does not interfere with a pacemaker because it operates on a separate frequency.

What would happen in the event of a power cut?

The unit will put an automatic call through to the 24/7 BT Alarm Monitoring Centre to indicate power is off. The unit will beep and the light on the unit will continue to flash. Once the power is restored a further automatic call will be sent to the 24/7 BT Alarm Monitoring Centre. If no power restored call is received we will follow this up with the customer to ask them if the unit is plugged in and switched on, or if there is a power cut or a problem with their electricity supply.

Can the Personal Care Alarm be used by deaf people?

Yes it can, we would need to be aware that the user has a hearing impairment.

Will the Mobile Alarm work outside?

Yes, as long as it is within range of the Personal Care Alarm box. This can be tested as part of the range test so you will know where it will work.

What do I need to do if I move house and my details change?

Call the customer service team and we will change your details.

For more frequently asked questions please visit www.lloydspharmacy.com.

Technical Data

Personal Care Alarm box	Gloria+
Dimensions:	121 x 214 x 36 mm (LxWxH)
Power supply:	Enclosed power adaptor
Backup batteries:	4 x 1.2 V NiMH LR6/AA
Backup time:	Up to two days
Inputs:	Two opto isolated
Output:	Relay output, potential-free, max 2A
Communication:	Analogue telephone line
Radio frequency:	869.2125 MHz
Radio receiver class:	1*
Mobile Alarm	Elliot
Dimensions:	45 x 30 x 13 mm (LxWxH)
Battery:	3 V lithium battery CR2430
Battery life:	Up to five years
Water resistance:	Complies with IP67
Equipment class:	Class 1 radio equipment
Environment	
This product is intended for indoor use in a normal residential environment.	
Temperature:	Operating temperature +5°C to +35°C
Humidity:	0% to 75% relative humidity (non-condensed)
Environmental class:	1

*Refers to radio module "C1", type 9340.

Radio receiver parameters: Max. usable sensitivity: -113dBm; Average usable sensitivity: ver. 28,7dBuV/m, hor.27,0dBuV/m; Adjacent channel selectivity: -26,2dBm/-28,2dBm; Intermodulation rejection: -36dBm/-37dBm; Spurious response rejection: -30dBm; Blocking or desensitisation: >-16dBm

Gloria+ can also be equipped with radio module type 9320, which allows maximum security and includes receipt of transmission, automatic transmission repeat, power control and frequency control. See order information for indicating which radio module the unit is equipped with.

C € 0402

Hereby, CareTech AB, Kalix Sweden declare that this equipment is in compliance with the essential requirements and other provisions of R&TTE Directive 1999/5/EC and RoHS 2 directive 2011/65/EU.

The comprehensive declaration of conformity is available at the address: CareTech AB, Box 10030, SE-952 27 Kalix, Sweden.



Environmental information

This product complies with the requirements of the EU directives, 2002/96/EC (WEEE) and 2006/66/EG. These directives regulate the product liability for electrical and battery recycling with the purpose of increasing recycling and minimising waste. The unit is marked with the crossed out wheeled bin” logo, which indicates that it shall be handed in for recycling. The product can be returned free of charge to a recycling station that is connected, directly or via a recycling system, to Care Tech or to your distributor. For detailed instructions, please check with your distributor or visit our website, www.care-tech.se Note! The WEEE information and recycling instructions applies to European Union member states only. For other countries please check local legislation or contact your distributor. Manufactured in accordance with the EU directive, 2011/65/EU (RoHS 2)

The materials used in the radio trigger wristband and neckband meet the textile safety requirements of Oeko-Tex standard 100.

Warranty

This product is guaranteed for a period of one year from the date of purchase against mechanical and electrical manufacturing defects. There are no user serviceable parts inside the instrument. Any attempted repair by unauthorised persons invalidates the warrenty. This does not affect your statutory rights.

An electronic version of the user manual is available for download from www.lloydspharmacy.com

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